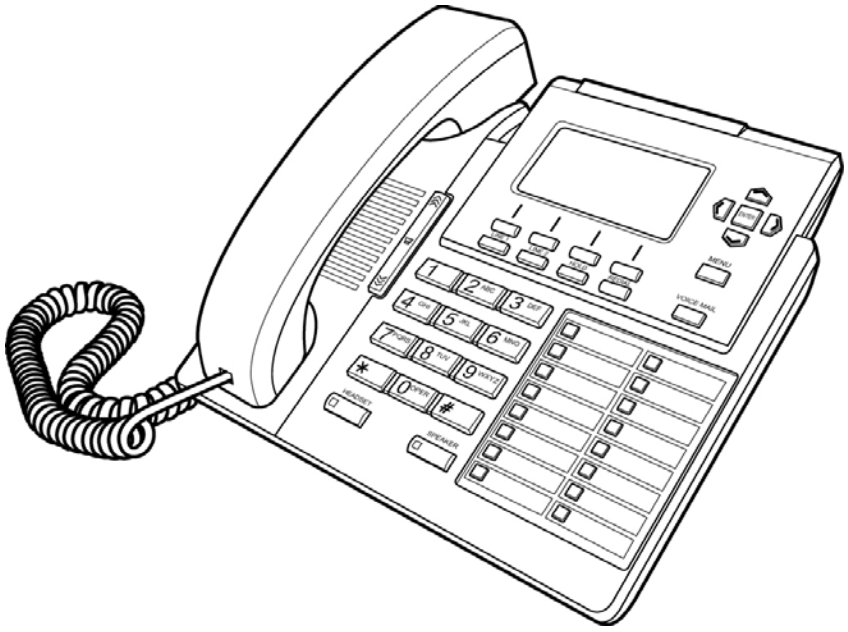
QB-241/ QB-242 VoIP Phone



User Manual

V 1.10

Preface

About this product

The use of this equipment may be subject to local rules and regulations. The following rules and regulations may be relevant in some or all areas.

Federal Communications (FCC Statement)

This device complies with FCC Rules Part 15. Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received including interference that may cause undesirable operation.

This equipment has been tested and found to comply within the limit of a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by switching the equipment on and off, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the interference receiving antenna.
- Increase the distance of separation between the equipment and interference receiver.
- Connect the equipment to a power outlet on a circuit different from that to which the interference receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

CE Notice (European Union)

The symbol indicates compliance of this equipment to the EMC Directive and the Low Voltage Directive of the European Union. These markings indicate that this system meets the following technical standards:

- EN 55022 — "Limits and Methods of Measurement of Radio Interference Characteristics of Information Technology Equipment."
- EN 55024 — "Information technology equipment - Immunity characteristics - Limits and methods of measurement."
- EN 61000-3-2 — "Electromagnetic compatibility (EMC) - Part 3: Limits - Section 2: Limits for harmonic current emissions (Equipment input current up to and including 16 A per phase)."
- EN 61000-3-3 — "Electromagnetic compatibility (EMC) -Part 3: Limits - Section 3: Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current up to and including 16 A."
- EN 60950 — "Safety of Information Technology Equipment."

NOTE: EN 55022 emissions requirements provide for two classifications:

Class A is for typical commercial areas.

Class B is for typical domestic areas.

To determine which classification applies to your device, examine the FCC registration label located on the device. If the label indicates a Class A rating, the following warning applies to your computer:

RF INTERFERENCE WARNING: This is a Class A product. In a domestic environment, this product may cause radio frequency (RF) interference, in which case the user may be required to take adequate measures.

This device is classified for use in a typical Class B domestic environment.

Table of Contents

1 Overview 1

Package Contents 1

2 Product Description 2

Front View 2
Back View 3
Connecting the Phone 4

3 MMI (Man Machine Interface) Configuration 5

Call History 5
Phone Book 6
Phone Settings 7
Alarm Clock 8
Calendar 9
System Settings 9
Global SIP Settings 10
SIP Accounts 12
Network 13

4 Web Configuration 15

Call History 16
Phone Book 16
Phone Settings 17
Alarm Clock 23
Calendar 23
System Settings 25
Global SIP Settings 28
SIP Accounts 30
Network 31

5 Operation 38

Answering a Call 38
Making a Call 38
Call Options 39

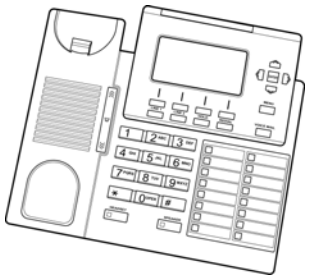
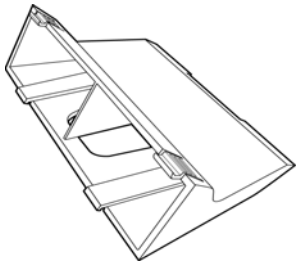
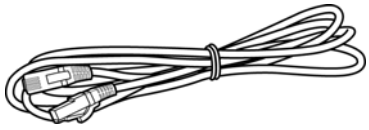
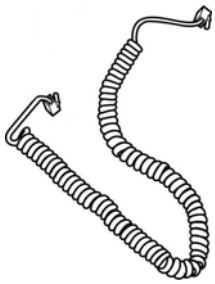
6 Specification 41

1 Overview

Congratulations on your purchase of the QuickPhones QB-241 or QB-242 VoIP phone. This product enables you to make phone calls through the network instead of calling through a local phone line. Read this user manual carefully to learn how to operate this product and take advantage of its features.

Package Contents

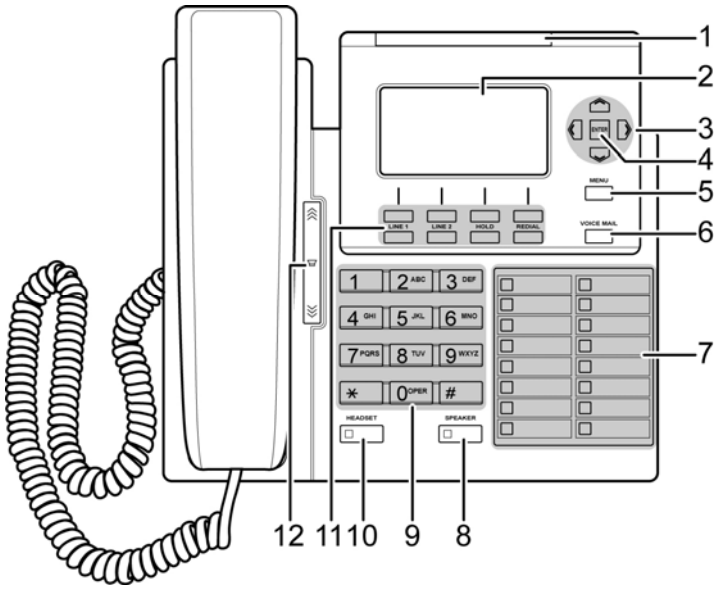
When unpacking the VoIP phone, ensure all the following items are present and undamaged. If anything appears to be missing or broken, contact your dealer for a replacement.

VoIP Phone Base	Handset	Bracket
		
VoIP desk phone.	Used to send/receive audio to/from the phone base.	Used to support the phone.
Ethernet Cable	**Handset Cable**	**Quick Installation Guide**
		
Connects the phone to the network.	Used to connect the handset to the phone base.	Provides step-by-step setup instructions.

2 Product Description

The QuickPhones QB-241/242 uses the SIP protocol (RFC 3261) for VoIP communication. Use this chapter to familiarize yourself with the functions of the VoIP phone.

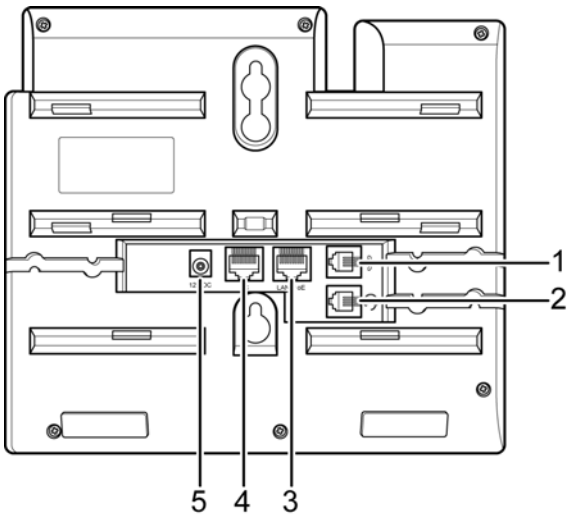
Front View



	Name	Description
1	Incoming call indicator	A red light indicates an incoming call.
2	Display screen	Displays calls and status information.
3	4-way Navigation keys	Press to scroll through lists and menus on the display.
4	ENTER key	Press to enter a menu.
5	MENU	Press to access the menu options or cancel your selection and go back to the previous level.
6	VOICE MAIL	Press to listen to voice mail messages. Red light on means there is a new voice message.
7	Memory keys with LED indicators (Speed dial \BLF)	Press any of the keys to speed dial the preset contact number. If BLF (Busy Lamp Field) is enabled for a particular SIP extension, the speed dial button for that extension will indicate it's current status with LED backlighting. ❖ GREEN: Extension is idle. ❖ RED: Extension is busy. ❖ FLASHING RED: Extension is ringing.
8	SPEAKER	Activates the speakerphone to allow hands free conversations.
9	Alphanumeric keys	Press these keys to enter phone numbers and text.
10	Headset	Press to activate a call using an external headset.

	Name	Description
11	**Soft Keys (main screen)**	
	Icom (Intercom)	Press the button and the extension number you want to dial. The call will be automatically established with the other end.
	Missed	Press to view the information of missed calls.
	DND(Do Not Disturb)	Press to block all incoming calls.
	P.book(Phone Book)	Press to access the personal phonebook directory.
	Trans.(Transfer)	Press to transfer a call.
	Conf.(Conference)	Press to initiate a conference call.
	Schdl.(Schedule)	Press to create, view, edit, or delete schedule.
	Select	Press to apply setting.
	Edit	To edit the selected item.
	Back	To go back to the previous level.
	Save	Save the related information.
	Apply	To save and apply changes.
	Info.(Information)	Press to view settings of the selected option.
	Function Keys	
	LINE 1 / LINE 2	There are two LINEs bottom in this IP Phone. Each line indicates a SIP call been used as the following status: - The line is not used the line stays no LED indication. - Dialing a call, the line Green LED will turn on. If a call has sent, the Green LED turns off then Red LED turns on. * When an existing call has been hold, the Line Red LED will be blanking.
	HOLD	Press to put an active call on hold.
	REDIAL	Press to call from dialed Calls.
12	Volume control keys	Press to increase or decrease the volume of the ringer tone, handset, handset or the volume of the current call using the speakerphone.

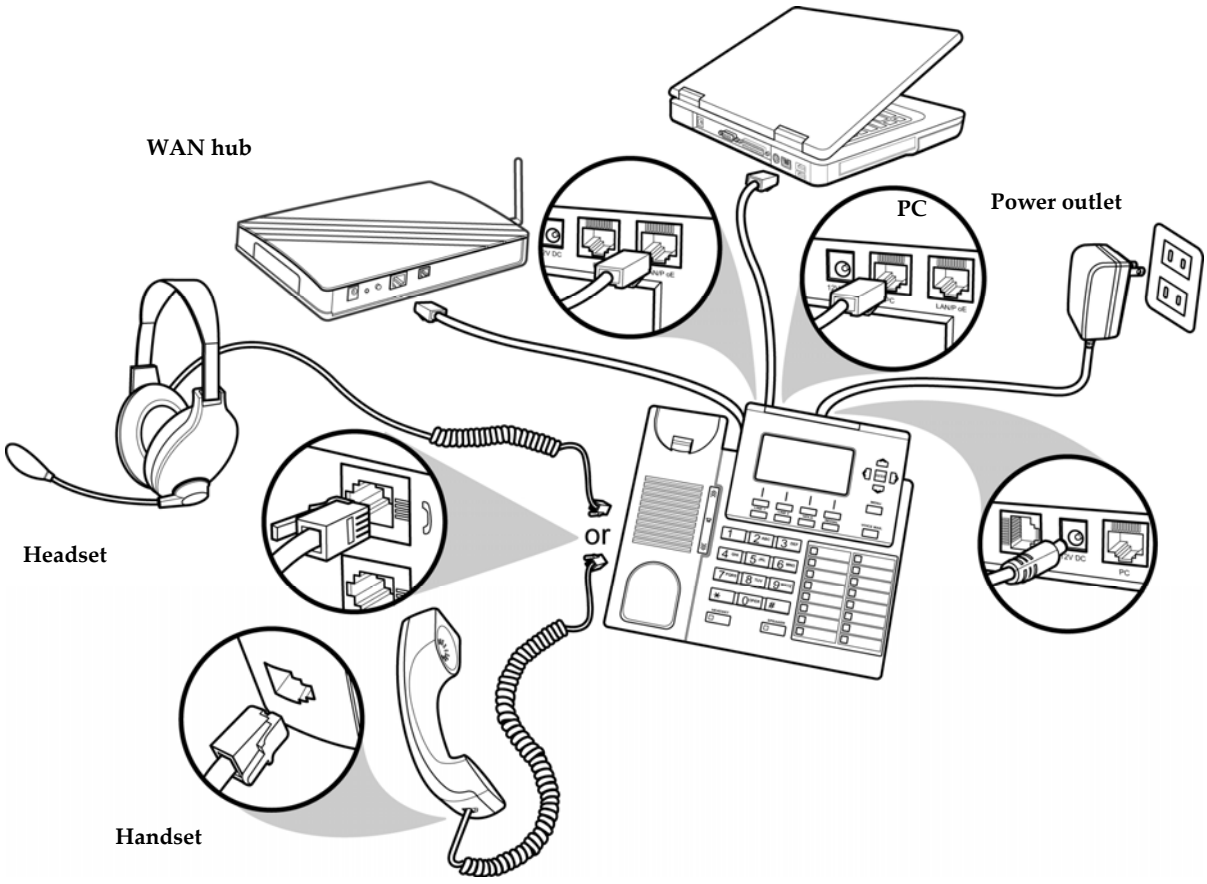
Back View



NO.	Name	Description
1	Handset Jack	Connects to the phone. RJ-9
2	Headset Jack	Connects to an external headset.RJ-9
3	LAN/ PoE Port	Connects to LAN cable. 10/100Mbps RJ-45 port for LAN (uplink) connection. If you are using Power over Ethernet (PoE), the power to the phone is supplied when you connect the Ethernet cable. Draws power from either spare line or signal line.
4	PC Port	Connects to PC. 10/100Mbps RJ-45 port for PC (downlink) connection.
5	Power Jack	Connects to AC power adapter. 12V DC power port.

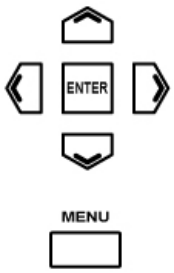
Connecting the Phone

The following illustration shows how to connect the VoIP phone to power, LAN, WAN, and the handset or a headset.

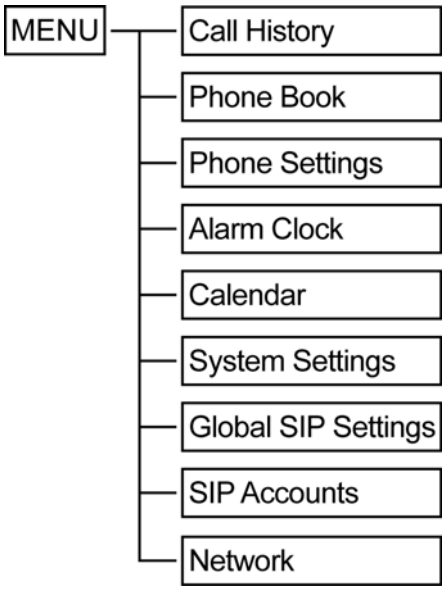


3 MMI (Man Machine Interface) Configuration

The menu directory enables you to access the product settings and set up the device according to the network conditions and your preferences. The menu is set up in a simple and easily accessible manner. Follow these steps to access the menu and the menu items.



1. Press the **Menu** key to access the menu.
2. Scroll through the main menu options using the 4-way navigation keys and press the **Enter** key to view the submenu.
3. Repeat the previous step to browse through the menu items, submenus, and options.
4. Press the **Back** soft key to cancel your selection and go back to the previous level of the menu.
5. To choose a menu setting, press the **Enter** key.



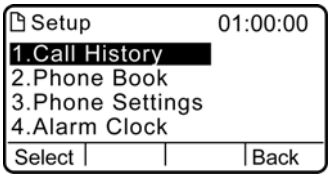
Entering the areas **Phone Settings**, **System Settings**, **Global SIP Settings**, **SIP Accounts** and **Network** submenu, the VoIP phone will ask for the password. Enter the default password "**1234**" to access these submenu options.

When you access the menu, the display screen shows the menu options and the soft key. There are four soft key located on the bottom of the display screen. Soft key items vary depending on the menu options.

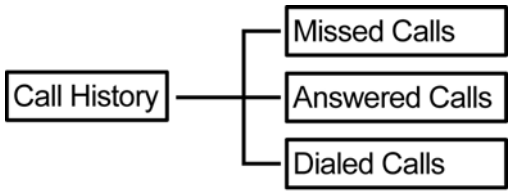
To select the soft key, press the corresponding function key on the VoIP phone.

- **Select**: Press to select the submenu option.
- **Edit**: Press to open the submenu option for editing.
- **Info**: Press to view settings of the selected option.
- **Back**: Press to go back to the previous level.

The illustration below shows the main menu options and two available soft key, **Select** and **Back**.



Call History



The VoIP phone stores information about all calls made or received. The lists are stored from the newest to oldest entries. The oldest entries are deleted as new entries are added.

Missed Calls

The **Missed Calls** list consists of the calls that are not answered. You can choose to dial, save, or delete or see details of a single missed call from the missed call logs. For quick access to missed calls, simply press the **Missed** soft key from the main menu.

Select a call from the list by pressing the up/ down navigation keys and choose a soft key option.

Answered Calls

The **Answered Calls** list consists of the most recent numbers answered. You can choose to save, dial or view a single entry from the answered call logs.

Select a call from the list by pressing the navigation up/ down keys and choose a soft key option.

Dialed Calls

The **Dialed Calls** list consists of the most recent numbers dialed. You can choose to save, dial or view a single entry from the dialed call logs.

Select a call from the dialed history by pressing the up/ down navigation keys and choose a soft key option.

Use the soft keys to do the following functions:

- **Dial**: Dial the number of the selected call.
- **Save**: Save the related information about the call.
- **Detail**: Press to view call details.
- **Back**: Press to go back to the previous level: **Call History** submenu.

Phone Book

The phone book feature enables you to view and create entries for your contacts and edit their contact information. It also enables you to store a number from a received call or a dialed number in your phone book.

Creating a New Entry

To create a new entry, follow the steps below:

1. Type the name of the new contact.
2. Input the number of the new contact.
3. Press navigation down key to input Domain address or press **Edit** to choose Domain of the contact's IP address.
4. Press the **Save** soft key to save the new contact's information.

Modifying or Deleting a Contact

To modify contact information, follow the steps below:

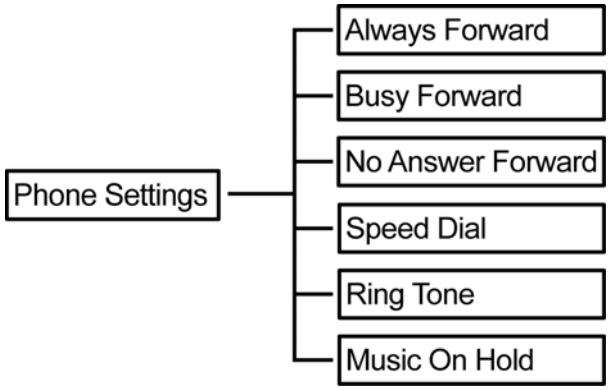
1. Select the contact to modify or delete.
2. Press the corresponding soft key.

Select a contact from the list by pressing the navigation up/ down keys and choose one of the following soft key options:

- **Dial**: Dial the number of the selected contact.
- **New**: Create a new contact and save the contact information: name, number and domain name.
- **Detail**: Press to view the contact information.
- **Back**: Press to go back to the previous level: **Main Menu**.

Phone Settings

Phone Settings allows you to set up phone functions such as call forwarding, speed dialing, and more.



Always Forward

Always Forward allows you to set the account number to which all incoming calls are to be forwarded. This function requires you to input the following:

- **Number**: The phone number to forward all incoming calls.
- **Account**: This refers to the SIP account number.

Use the soft key to delete, clear, and save entries or to go back the previous menu.

Once you have completed "Number" and "Account" settings, using "Edit" to enable "Always Forward".

Busy Forward

Busy Forward allows you to set the account number to which incoming calls are to be forwarded when the line is busy. This function requires you to input the following:

- **Number**: The phone number to forward incoming calls.
- **Account**: This refers to the SIP account number.

Use the soft key to delete, clear, and save entries or to go back the previous menu.

Once you have completed "Number" and "Account" settings, using "Edit" to enable "Busy Forward".

No Answer Forward

No Answer Forward allows you to forward the phone number and a specific SIP account when no answered for a period of time. This function requires you to input the following:

- **Number**: The phone number to forward incoming calls.
- **Account**: This refers to the SIP account number.
- **Timeout**: This refers to a period of time (10 sec ~ 50 sec) without answering the call.

Use the soft key to delete, clear, edit and save entries or to go back the previous menu.

Once you have completed "Number", "Account", and "Timeout" settings, using "Edit" to enable "No Answer Forward".

Speed Dial

You can use speed dialing to assign a hotkey to the phone numbers that you dial most frequently. You can then press a hotkey to quickly dial a number instead of keying in the entire phone number or searching for it from the phone book.

When you enter the Speed Dial menu, you can select one of the Memory keys to assign the number for speed dialing, and then press the **Select** soft key. To assign speed dial, you are required to input the following:

- **Number**: The phone number to assign speed dial.
- **Account**: This refers to the SIP account number.

Use the soft key to do the following functions:

- **Delete**: Press to delete a character value.
- **Clear**: Press to clear the entire value
- **Save**: Press to save speed dial settings.
- **Back**: Press to go back to the previous level: **Speed Dial** submenu.
- **Edit**: Press to select the account.

Ring Tone

The VoIP phone provides 3 ring tone types. You can select the ring tone type according to your preference. You can also upload the ring tones you like from the web.

To set the ring tone type, do the following:

1. Use the up and down navigation keys to select the ring tone you prefer, and then press the **Select** soft key to confirm your selection.
2. Press the **Save** soft key to save your settings.

To adjust the ring tone's volume, simply press the upper/bottom end of the volume control key to increase/decrease the ring tone volume.

Music On Hold

The **Music on Hold** function enables the VoIP phone to play music when a caller is placed on hold.

- **Disable**: Select to disable this function.
- **Enable**: Select to enable this function.

Press the **Save** soft key to save Music On Hold settings.

When you enable the **Music On Hold** function, next time you receive a second call, press the **Hold** soft key to attend to the new call, and the first caller will listen to the music while waiting for you to answer.

Alarm Clock

The Alarm Clock submenu allows you to set the phone to sound an alarm at a specific time.

Alarm Time

Specify the time for the alarm to sound. Use the soft keys to do the following functions:

- **On / Off**: Press to turn alarm on or off.
- **Edit**: Press to edit the alarm time.
- **Apply**: Press to save and apply settings.
- **Back**: Press to go back to the previous level: **Main Menu**.

Repeat

Setting Repeat **On** enables the alarm to sound everyday at the specified time. Use the soft keys to do the following functions:

- **On / Off**: Press to set repeat on or off.
- **Apply**: Press to save and apply settings.

- **Back**: Press to go back to the previous level: **Main Menu**.

Calendar

Use the Calendar function to plan your schedules. This function allows you to let the phone remind you through a ring at the scheduled time. You can use the navigation keys or the **Goto** soft key to select a date on the calendar.

Use the soft key to do the following functions:

- **Schdl.**: Press to create, view, edit, or delete schedule.
- **New**: Press to create a new schedule.
- **Goto**: Press to enter and go to a specific date.
- **Back**: Press to go back to the previous level: **Main Menu**.

Viewing the Schedule List

1. Select the date on which you want to view the schedule list.
2. Press the **Schdl.** soft key, you will see the schedule list set for the selected date.

   Use the soft key to do the following functions:

   - **New**: Press to create a new schedule.
   - **Detail**: Press to view the selected schedule. When the schedule is displayed on the screen, you can edit and delete the schedule using the soft key.
   - **Back**: Press to go back to the previous level: **Calendar** submenu.

Setting up Schedules

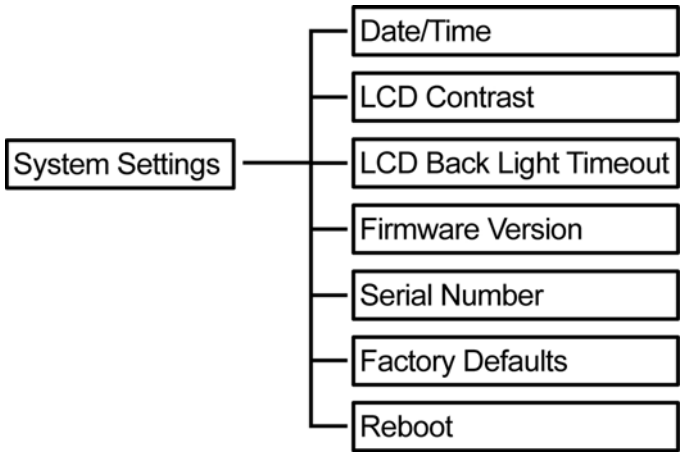
You can make schedules/notes in the phone as your daily reminder. Follow the steps below:

1. Select the date to setup schedule.
2. Press the **New** soft key.
3. Use the soft keys to do the following functions:
   - **Edit**: To edit the selected item.
   - **Apply**: To save and apply changes.
   - **Back**: To go back to the previous level: **Calendar** submenu.

You will see an alarm clock sign appearing on the bottom right corner of the phone screen to denote set schedule.

System Settings

System Settings enables you to configure the phone system.



Date/ Time

The system default is retrieving Date/ Time information from **NTP** server when it connects to Internet.

To manually set the date and time:

1. Go to **Network, NTP & Time Settings**.
2. Disable **NTP**.

For more information of Date/Time setting, you may go to Page 35 "Network & Time Settings."

LCD Contrast

To setup the LCD Contrast does the following:

1. Choose the level of the contrast from 0 to 5.
2. **Select** ：Press to apply level.
3. **Save** ：Press to save settings.

LCD Back Light Timeout

To setup the LCD Back Light Timeout does the following:

1. Choose the Timeout from 10 to 60 seconds.
2. **Select** ：Press to apply second.
3. **Save** ：Press to save settings.

Firmware Version

Firmware Version functions allows you to view the current firmware version on the display screen.

Serial Number

Serial Number function allows you to view the serial number of your VoIP phone.

Factory Defaults

Select to restore settings into factory default values.

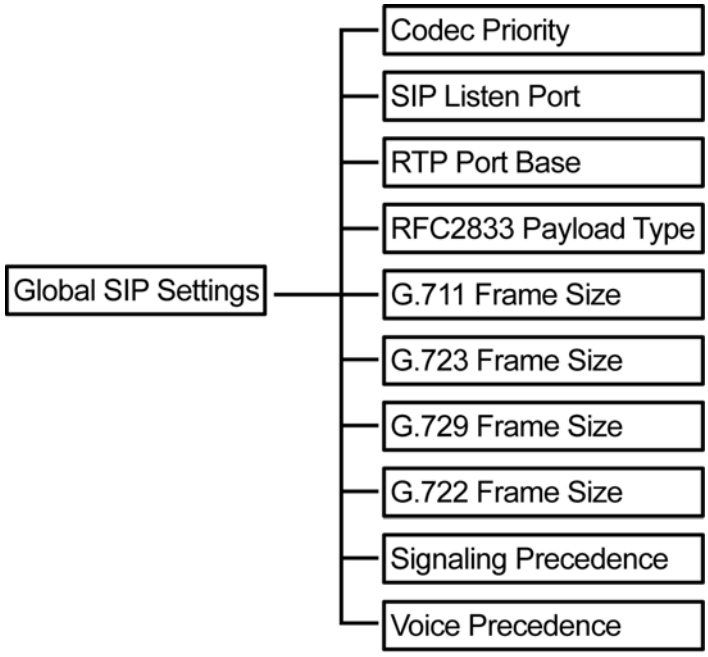
Reboot

Use this option to reboot the system. A warning message appears on the display, select:

- **Yes**: To reboot.
- **No**: To cancel reboot.

Global SIP Settings

Global SIP Settings allows you setup the code priority, ports frame size, signaling and voice precedence.



Codec Priority

This function allows you to set Codec priority and Codec types. This VoIP phone has the Codec as following: G.711 u-law/G.711 a-law, G.723.1, G.729, G.722. There are four priority levels can be set in SDP "First Priority", "Second Priority", "Third Priority", and "Fourth Priority".

NOTE: Due to the Codec limitation, only G.711 Codec can be available when G.722 codec is selected.

SIP Listen Port

This function allows you to set the port number of user-agent where it receives SIP messages. The default value is 5060.

RTP Port Base

This parameter defines the local RTP-RTCP port base use to listen and transmit. The default value is 10000.

RFC2833 Payload Type

This parameter defines RFC2833. The default value is 101.

G.711 Frame Size

This function allows you to select the G.711 frame size. Options are: 20, 30, 40, 50, 60, 80 ms.

G.723 Frame Size

This function allows you to select the G.723 frame size. Options are: 30, 60, 90, 120, 150, 180 ms.

G.729 Frame Size

This function allows you to select the G.729 frame size. Options are: 20, 30, 40, 50, 60, 80 ms.

G.722 Frame Size

This function allows you to select the G.722 frame size. Options are: 20, 30, 40, 50, 60, 80 ms.

Signaling Precedence

This function allows you to select 0~5 priority level.

Voice Precedence

This function allows you to select 0~5 priority level.

The following soft keys are displayed on the screen when entering Globe SIP settings:

- **Delete**: Press to delete a character value.
- **Clear**: Press to clear the entire value.
- **Edit**: Press to edit the selected submenu option.
- **Save**: Press to save the specified SIP Listen Port.
- **Apply**: Press to save and apply Global SIP settings.
- **Back**: Press to go back to the previous level: **Main Menu**.

SIP Accounts

You can configure settings for up to ten SIP accounts with different SIP proxy. You will be able to make calls only after your SIP account is activated.

To configure an SIP account setting from the phone,

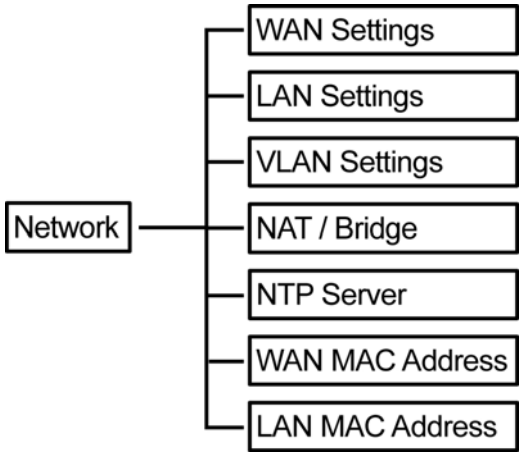
1. Select one of the ten SIP accounts to display the submenu. The following items are required:
   - **Registration:** Enable / disable this account.
   - **Registration ID:** Input the registration ID.
   - **Username:** Input the user name. The user name will be used for Caller ID display.
   - **Password:** Input the register password.
   - **Registration Server:** Input the domain server address. (You may press the pound key # to switch the ABC text mode to 123 numeric mode. Use the * key to input dots"." in the address.)
   - **Expire time:** User can set the timeout duration for registration request.
   - **DTMF Type**: Input the DTMF type options: In-Band DTMF, Out-of-Band DTMF (RFC2833), and SIP INFO (RFC2976).
   - **Authentication Name:** Input the Authentication Name used for authentication. It can be identical to or different from SIP Registration ID.
   - **Proxy Server:** Input the proxy server address.
   - **Voice Mail:** Input the speed dial number of your PBX system.

   Note: All information except **Registration ID** will be provided by your ITSP or MIS.
2. Press the **Edit** soft key to go into each option and make the required change.
3. Press the **Save** soft key to save your settings.

If you have more than one SIP account, repeat steps 1 to 3 to register settings for other SIP accounts.

Network

The Network option allows you to setup your WAN, LAN, VLAN, NAT/Bridge, and MAC Address.



WAN Settings

This VoIP phone supports three different types of connections: Static IP, PPPoE, and DHCP.

To setup WAN:

1. Select the type of connection, by pressing the **Edit** soft key.
2. Select type of connection. Static IP, PPPoE, and DHCP.
3. Press the **Save** soft key to save settings.

Once you have completed select type of connection, press **Select** to enter Static IP or PPPoE information.

LAN Settings

To configure the LAN settings, use the soft keys to access the submenu options and perform necessary functions.

LAN settings have the following submenu options:

IP Address

Select this option to modify the IP address.

Net Mask

Select this option to modify the Net mask.

DHCP Server

Select this option to modify the settings and enable/ disable DHCP server.

To configure the DHCP server settings, the following items are required: **Lease Time**, **Domain Name**, **Primary DNS**, **and Secondary DNS**.

VLAN Settings

To configure the VLAN settings, use the soft keys to access the submenu options and perform necessary functions.

VLAN settings have the following submenu options:

Activation

Select this option to enable/ disable VLAN connection.

Identifier

Select this option to set up VLAN settings ID.

Priority

Select this option to set the priority level (0-7).

NAT / Bridge

This VoIP phone supports NAT/ Bridge setting.

To enable the NAT or bridge function, do the following:

1. Select **NAT** or **Bridge**.
2. Press the **Select** soft key to choose between **NAT** or **Bridge** mode. Press the **Save** soft key to save your settings.

NTP Server

To configure the NTP Server settings, use the soft keys to access the submenu options and perform necessary functions. Note that some soft keys are not available for some submenu options.

NTP Server settings have the following submenu options:

NTP

Select this option to enable/ disable NTP server connection.

Primary Server

Select this option to set the primary server.

Secondary Server

Select this option to set the secondary server.

From the NTP Server submenu:

- Press the **Select** soft key to select from a list of servers to assign as primary/secondary server.
- Press the **Edit** soft key to input the server address manually.

Time Zone

Select this option to select time zone settings from a list.

Location

Select this option to select location from a list.

WAN MAC Address

You can configure the WAN Mac Address settings from the VoIP phone.

1. Select **WAN MAC Address**, and then press the **Edit** soft key.
2. Input the WAN MAC address manually.
3. Press the **Save** soft key to save your setting.

LAN MAC Address

You can configure the WAN Mac Address settings from the VoIP phone.

1. Select L**AN MAC Address**, and then press the **Edit** soft key.
2. Input the LAN MAC address manually.
3. Press the **Save** soft key to save your setting.

4 Web Configuration

This chapter contains important information to help you configure the settings for your VoIP phone from the web browser.

To access the web configuration menu, do the following:

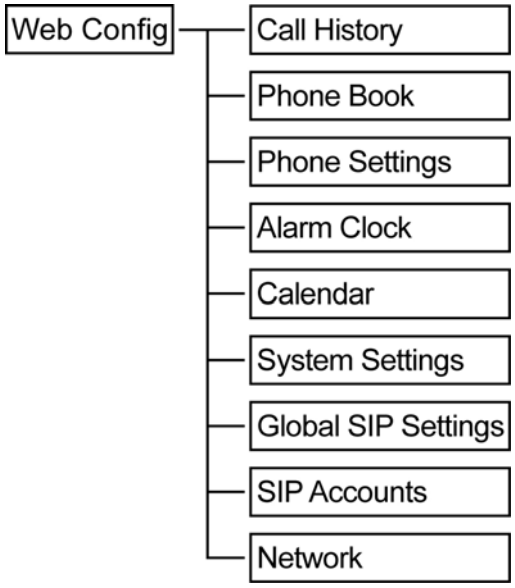
1. Connect one end of the Ethernet cable provided to the **PoE/LAN** port of your phone, connecting to the internal network of your company.
2. Connect one end of the network cable to the PC port of your phone, connecting to your personal computer.
3. Set the network setting to DHCP on your PC and VoIP phone.
4. Turn on the power of the VoIP phone. Select the **Menu** soft key.
5. Select **Network, WAN Settings**, and then press the **Info** soft key.

You will be able to see the IP address displayed on the LCD screen.

Open your browser (such as Internet Explorer, Firefox, etc.) and type in the web address of the phone. For example, if the IP address you obtain in step 5 above is 192.168.1.2, enter the web address: http:// 192.168.1.2:8000

The Web login front page is displayed. Enter the user name and the password and click **Login**. The administrator's user name and password are "**admin**" and "**1234**" respectively.

After you login, move the cursor over the menu items on the left navigation bar to access the dropdown menus.



Call History

To check the call history from the web browser, do the following:

1. Click **Call History**. The following screen will be displayed.

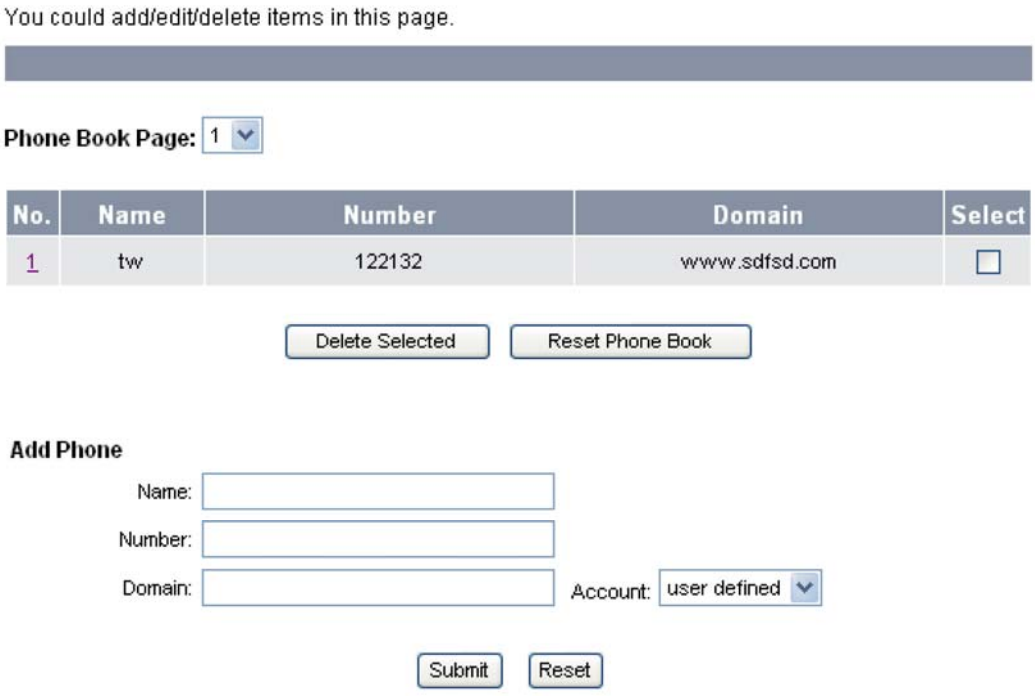
2. If you intend to check the dialed calls, select Call History Type as **Dialed Calls**. Choose **Answered Calls** in Call History Type if you need to check the history of answered calls. Choose **Missed Calls** to see the records of calls that you didn't answer.
3. Select the page you want to display. The details of phone number, call time and duration of the each call record will then be shown.

Phone Book

The phone book menu allows you to add, edit or delete any phone entry from the web browser.

To configure the phone book settings, do the following:

1. Click **Phone Book**. The following screen will be displayed.

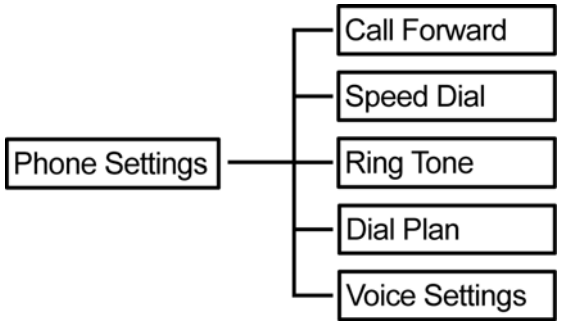


2. Select the page number that you want to view from the **Phone Book Page** option, and then the web page will display all the phone book information for the selected phone book page.
3. To remove a certain phone entry, click in the **Select** box of the entry number that you want to remove, and then click **Delete Selected** button.
4. To remove all contact entries in the phone book, click **Reset Phone Book** button.

5. To add a phone entry, input the contact information of all the required fields of **Add Phone** section.
6. To edit a phone entry, click in the number column of the phone entry, and edit the option(s) you want to change in the **Edit Phone** section.
7. Click **Submit** to confirm your settings or **Reset** to cancel.

Phone Settings

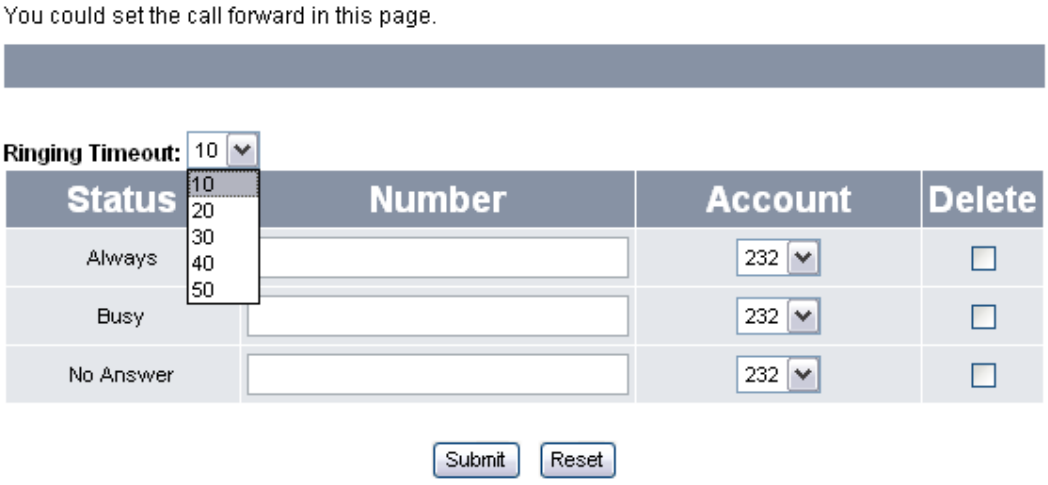
The phone settings menu provides a number of options to configure your phone, such as call forwarding, date and time, ringer, voice mail settings and so on. Read this section to adjust the settings to suit your own needs.



Call Forward

To configure **Call Forward** settings through the web browser, do the following:

1. Click **Phone Settings**, **Call Forward.** The following screen will be displayed.



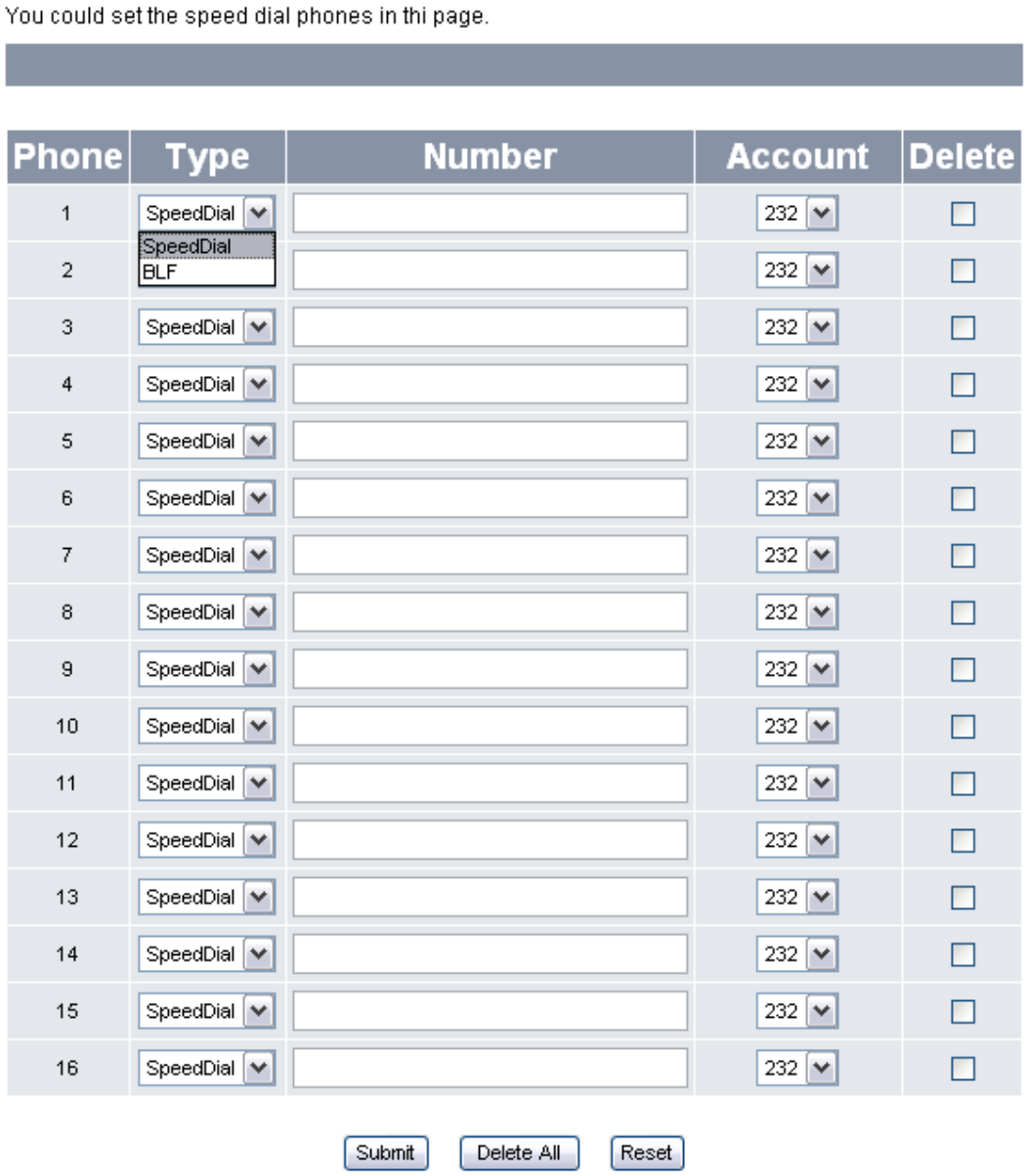
- **Always Forward:** To forward all incoming calls, enter the phone number and a specific SIP account in the Always field.
- **Busy Forward:** To forward incoming calls when the phone is busy, enter the phone number and a specific SIP account in the **busy** field.
- **No Answer Forward:** No Answer Forward allows you to forward the phone number and a specific SIP account when no answered for a period of time.
  Select **Ringing Timeout** to set a period of forward time (10 sec ~ 50 sec) without answering the call.

2. To delete Always Forward 、Busy Forward or No Answer Forward setting, click in the **Delete** box of the corresponding option.
3. Click **Submit** to save your settings or **Reset** to cancel.

Speed Dial

To configure speed dial settings through the web browser, do the following:

1. Click **Phone Book, Speed Dial**. The following screen will be displayed.



2. Add the phone numbers that you want to set as speed dial/BLF numbers.
3. To delete a speed dial/BLF number, click the **Delete** box of the corresponding number.
4. Click **Submit** to save your settings, **Delete All** to delete all speed dial numbers/BLF or **Reset** to cancel.

Ring Tone

To configure ring tone settings through the web browser, do the following:

1. Click **Phone Settings**, **Ring Tone**.

2. Choose **Set** to enable the ring tone. Select the **Ringtone Name** from the drop-down box according to your preference.
3. Choose the **Music On Hold** settings: select **Enable** to enable music on hold, or **Disable** to disable it.
4. Click **Submit** to save your settings or **Reset** to cancel.

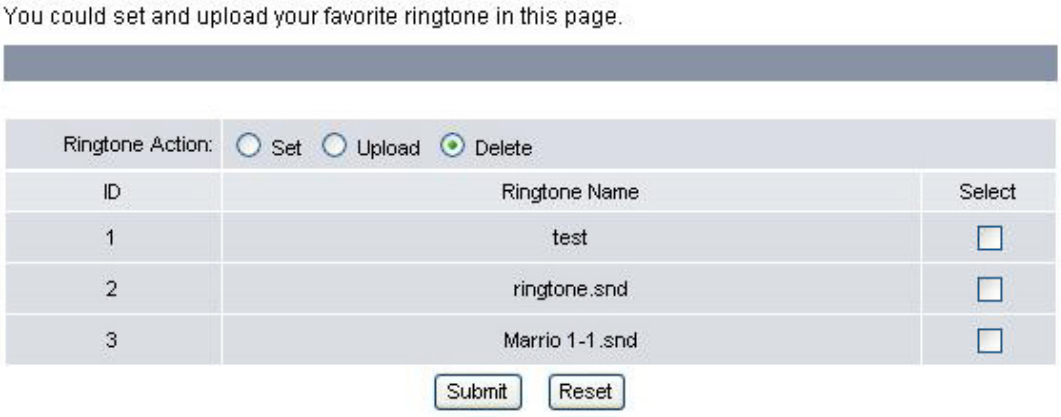
To upload a new ring tone from your personal computer drive, do the following:

1. Choose **Upload** to enter the ring tone upload setting page.

2. Input the **Ringtone Name.**
3. Click the **Browse** button to select the location of the new ring tone file that you want to set.
4. Click **Submit** to save your settings or **Reset** to cancel.

To remove a ringer, do the following:

1. Choose **Delete** to display all the ringers currently stored in the phone.



2. Check the Select box of the ring tone that you want to remove.
3. Click **Submit** to save your settings or **Reset** to cancel.

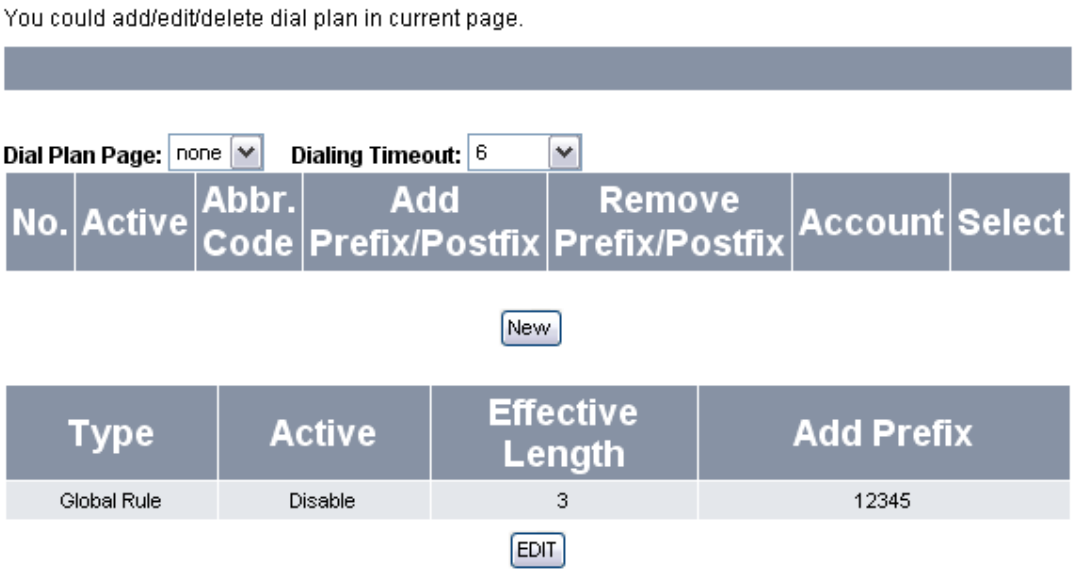
Dial Plan

You can use this setting to modify the method used to filter the phone numbers. A dial plan gives the unit a map to determine when a complete number has been entered and should be passed to the SIP server for resolution into an IP address. With the flexible dial plan provided by the phone, user can easily implement the following functions:

- Replace, delete or add prefix/ postfix of the dialed number.
- Place the call to different SIP servers according to the prefix/ postfix

To configure individual dial plan setting through the web browser, do the following:

1. Click **Phone Settings**, **Dial Plan**. The following screen will be displayed.



2. Click **New** to add a new dial plan. The following screen will be displayed.

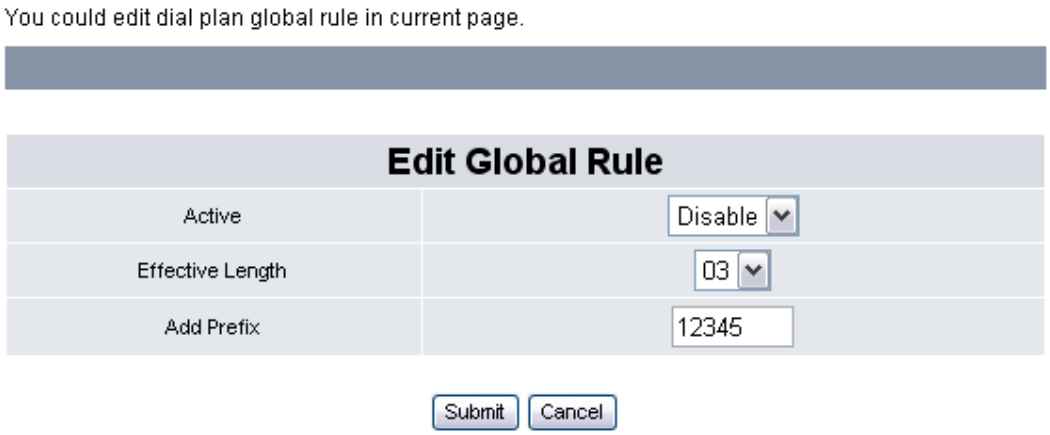
3. Select **Enable** in **Active** field to activate the setting of the dial plan numbered 1.
4. Input all the information required for the following parameters:
   - **Abbr. Code:** Input the abbreviation SIP digital code for the dial plan.
   - **Length Detected:** Set the total length to detect. Select from 03-20 digits in length through the drop-down list.
   - **Account:** Select a SIP account for this dialing plan.

- **Add Prefix/ Postfix:** Add the set prefix or postfix to match dialed number.
- **Remove Prefix/ Postfix:** Remove the prefix or postfix to match dialed number.

5. Click **Submit** to save your settings or **Reset** to cancel.

To configure Global Rule setting through the web browser, do the following:

1. Click **Edit** to add a new global dial plan rule. The following screen will be displayed.



2. Select **Enable/Disable** to activate/ deactivate Global Rule.
3. Select Effective Length to detect the entry digits match length or not. If matches the entry digits then add prefix in front of entered.
4. Entering Prefix digits to matched length dialed number.

Voice Settings

You can configure the tone frequency and cadence in voice settings menu. The voice setting is only accessible through the web browser. Do the following:

1. Click **Phone Settings**, **Voice Settings**. The following screen will be displayed.

2. The following options are available:

- **Play Dial Tone Frequency:** Set the dial tone frequency range when you pick up the handset.
- **Play Ring Back Tone Frequency:** Set the ring tone you hear before the recipient of your call picks up and answers your call.
- **Play Busy tone Frequency:** Set the busy tone frequency range when the number you dial is busy.
- **Play Ring Back Tone cadence:** Set the ring back tone cadence range you hear before the recipient of your call picks up and answers your call.
- **Play Busy tone cadence:** Set the busy tone cadence range when your line is busy.
- **Side Tone Switch:** Select whether to **Enable** / **Disable** side tone switch.
- **Handset Digital In Gain:** Set the volume sent in from a digital handset from Level 1-20. Default is Level 10.
- **Handset Analog in Gain:** Set the volume sent in from an analog handset from Level 1-20. Default is Level 10.
- **Handset Out Gain:** Set the volume sent out from the handset from Level 1-20. Default is Level 10.
- **Speak Out Gain:** Set the volume sent out from the microphone from Level 1-20. Default is Level 10.
- **Mic Digital In Gain:** Set the volume sent in from a digital microphone from Level 1-20. Default is Level 10.
- **Mic Analog in Gain:** Set the volume sent in from an analog microphone from Level 1-20. Default is Level 10.
- **Headset Digital In Gain:** Set the volume sent in from a digital headset from Level 1-20. Default is Level 10.
- **Headset Analog In Gain:** Set the volume sent in from an analog headset from Level 1-20. Default is Level 10.
- **Headset Out Gain:** Set the volume sent out from the headset microphone from Level 1-20. Default is Level 10.

Frequencies should be configured with known values to avoid uncomfortable high pitch sounds.

3. Click **Submit** to save your settings or **Reset** to cancel.

Alarm Clock

The Alarm Clock menu allows you to set the alarm of your VoIP phone through the web browser.

To activate alarm clock, do the following:

1. Click **Alarm Clock**. The following screen will be displayed.

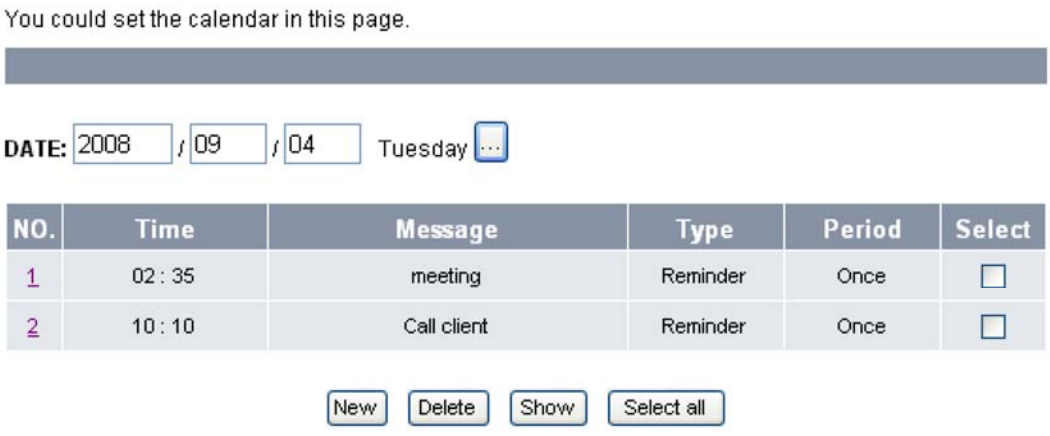
2. Select **On** from the Active field.
3. Input the alarm time.
4. Select Repeat field option:
   - **On:** to sound the alarm everyday at the specified time.
   - **Off:** to disable the repeat function, the alarm will only sound at the specified time.

Calendar

The Calendar menu allows you to set the calendar and set schedules of your VoIP phone through the web browser.

To set the calendar, do the following:

1. Click **Calendar**. The following screen will be displayed.



2. Input the date on the **Date** field or click … to select date from the calendar.
3. To view schedules set on the specified date, click **Show**.

To create a new schedule:

1. Click **New**. The following screen will be displayed.

2. Input the following information:
   - **Time:** Time to set the alarm.
   - **Message:** Message or description.
   - **Type:** Select the type of schedule, options are: Reminder, Date, Meeting, Birthday, Call, Recorder, and Other.
   - **Period:** Select whether the schedule is **Once** or **Daily**. Select **Once** to schedule a one time event; alarm will sound only on the specified date and time. Select **Daily** to schedule an everyday event, the alarm will sound everyday on the specified time.
3. Click **Submit** to save your settings or **Reset** to cancel.

To edit an existing schedule:

1. Click the number of the corresponding schedule to edit. The following screen will be displayed.

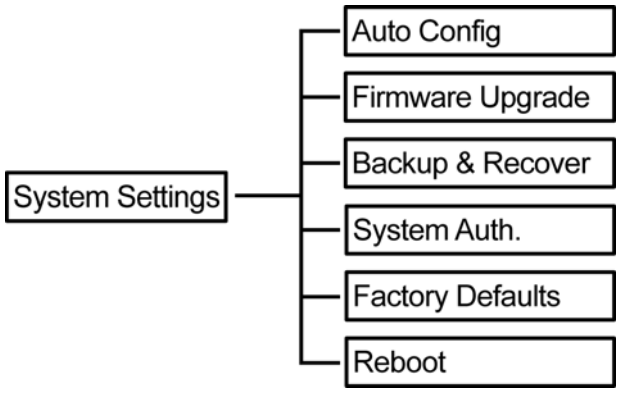
2. Modify the necessary information.
3. Click:
   - **Submit:** to save your settings and go back to Calendar main menu.
   - **Reset:** to disregard changes.
   - **Cancel:** to cancel changes and go back to Calendar main menu.

To delete a schedule

1. Check the **Select** box of the corresponding item to delete. To delete all items, click **Select all**.
2. Click **Delete**.

System Settings

System settings menu allows you to configure settings, upgrade firmware, backup, recover and reset settings.

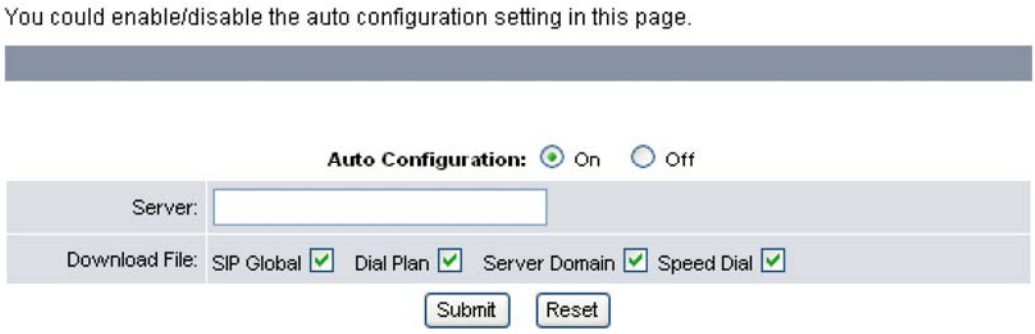


Auto Config

This function can automatically download the configure files to setup your IP Phone from the server.

To set the auto configuration settings through the web browser, do the following:

1. Click **System Settings**, **Auto Config.** The following screen will be displayed.



2. Select **On** to activate auto configuration.
3. Enter the Server IP address in the **Server** field.
4. Check to enable or uncheck to disable the settings of **SIP Global, Dial Plan, Server Domain, and Speed Dial.**
5. Click **Submit** to save your settings or **Reset** to cancel.

Firmware Upgrade

You can upgrade the firmware only through the web browser. Do the following:

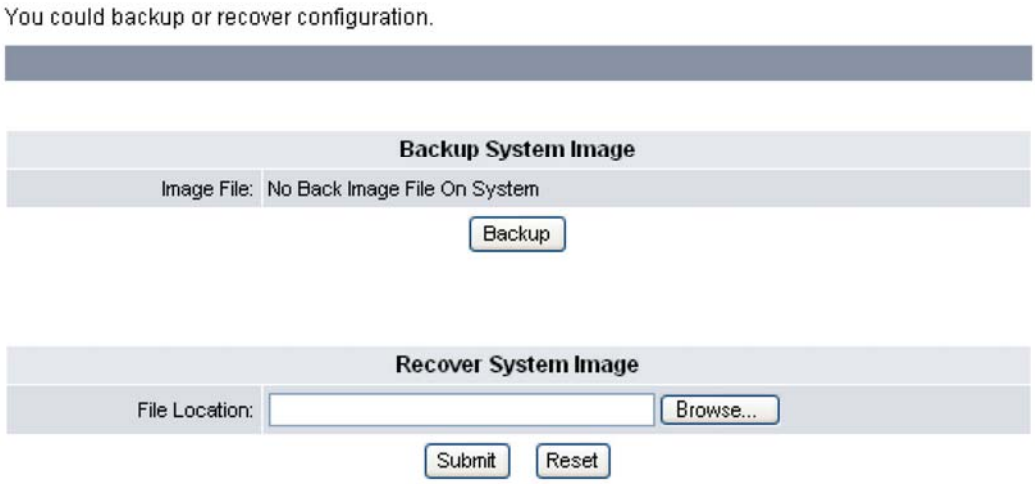
1. Click **System Settings**, **Firmware Upgrade**. The following screen will be displayed.

2. Click **Browse** to select the file location of the newest firmware.
3. Click **Submit** to save your settings or **Reset** to cancel.

Backup & Recover Setting

You can backup or recover the configuration values of system settings to a file from the device. The setting is only accessible through the web browser. Do the following:

1. Click **System Settings**, **Backup & Recover**. The following screen will be displayed.



2. Click **Backup** button in the **Backup System Image** section to create the configuration files. And click the file name to save as file.
3. The section of **Recover System Image** is used to recover the configuration values of system settings from a previously saved configuration. Click **Browse** button to select backup files from the local machine to download files that you want to recover.
4. Click **Submit** to save your settings.
5. After file download is completed, the system will reboot.

System Auth.

The system authority menu is only accessible through the web browser.

To change the user name and password, do the following:

1. Click **System Settings, System Auth.**. The following screen will be displayed.

2. Enter the new username and the new password. Enter the new password again in the **Confirm Password** field to confirm.
3. Click **Submit** to save your settings or **Reset** to cancel.

Factory Defaults

You can reset all the settings on the VoIP phone to restore factory default settings.

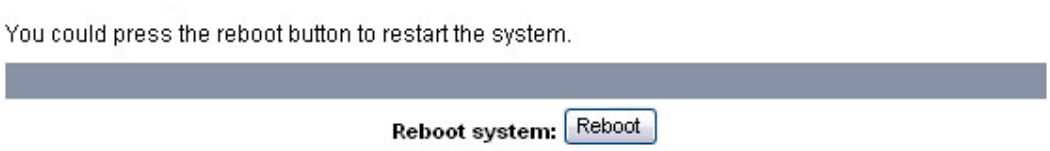
1. Click **System Settings, Factory Defaults**. The following screen will be displayed.

2. Click **Submit**.
3. A confirmation message appears, click **OK** to proceed with reset, the system will automatically reboot. Click **Cancel** to cancel reset.

Reboot

To reboot the VoIP phone manually, do the following:

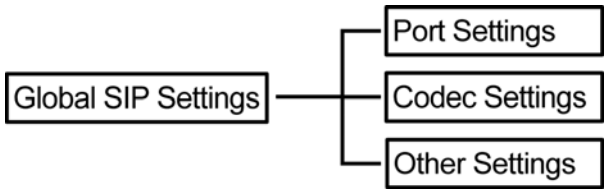
1. Click **System Settings, Reboot**. The following screen will be displayed.



2. Click **Reboot**.
3. A confirmation message will appear, click **OK** to proceed with reboot. Click **Cancel** to cancel reboot.

Global SIP Settings

The Global SIP settings allow you to configure the port and codec priority and signal or voice precedence settings.

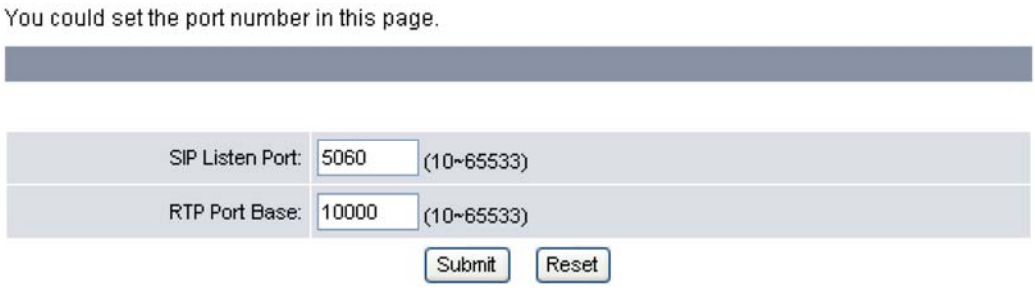


Port Setting

This setting menu is only accessible through the web browser.

To configure the port setting, do the following:

1. Click **Global SIP Settings**, **Port Settings**. The following screen will be displayed.



2. Enter the SIP Listen Port number and the RTP Port Base number provided by your ITSP or MIS.
3. Click **Submit** to confirm your settings or **Reset** to cancel.

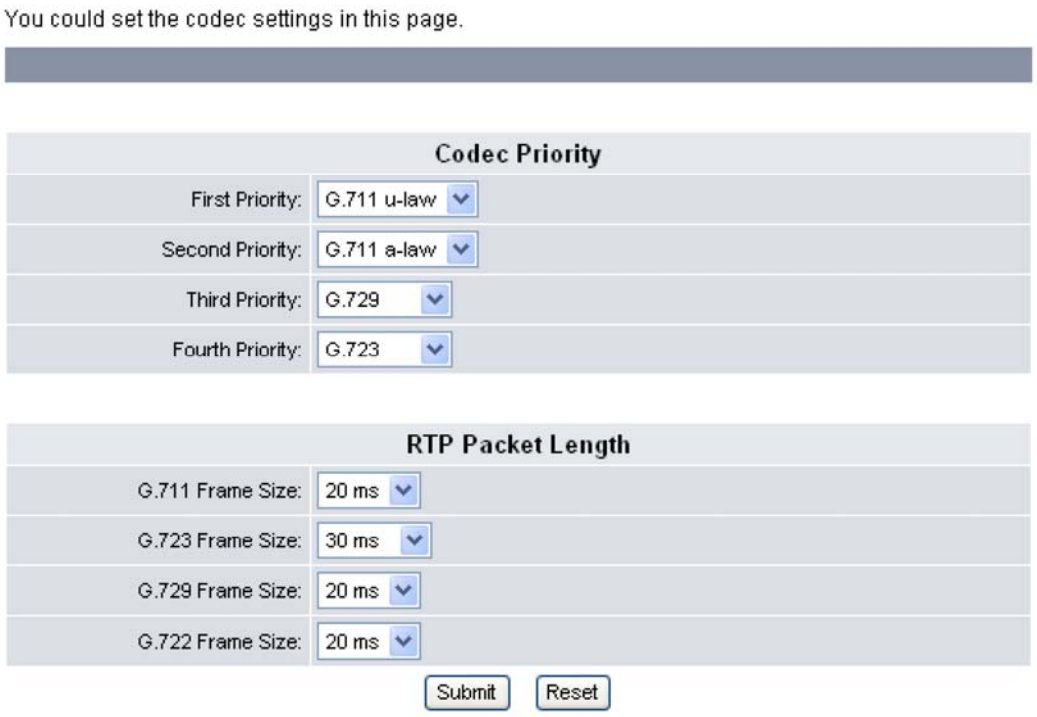
Note: You need not modify the Port Settings unless otherwise requested.

Codec Setting

You can also configure the Codec priority, and RTP packet length through the web browser.

To configure Codec settings from the web browser, do the following:

1. Click **Global SIP Settings**, **Codec Settings**. The following screen will be displayed.



2. Select the item you want to change and a drop-down box will display the available options.
3. Click **Submit** to confirm your settings or **Reset** to cancel.
4. Once updating "Codec Priority", it requires reboot the phone to make settings take affect.

Other Settings

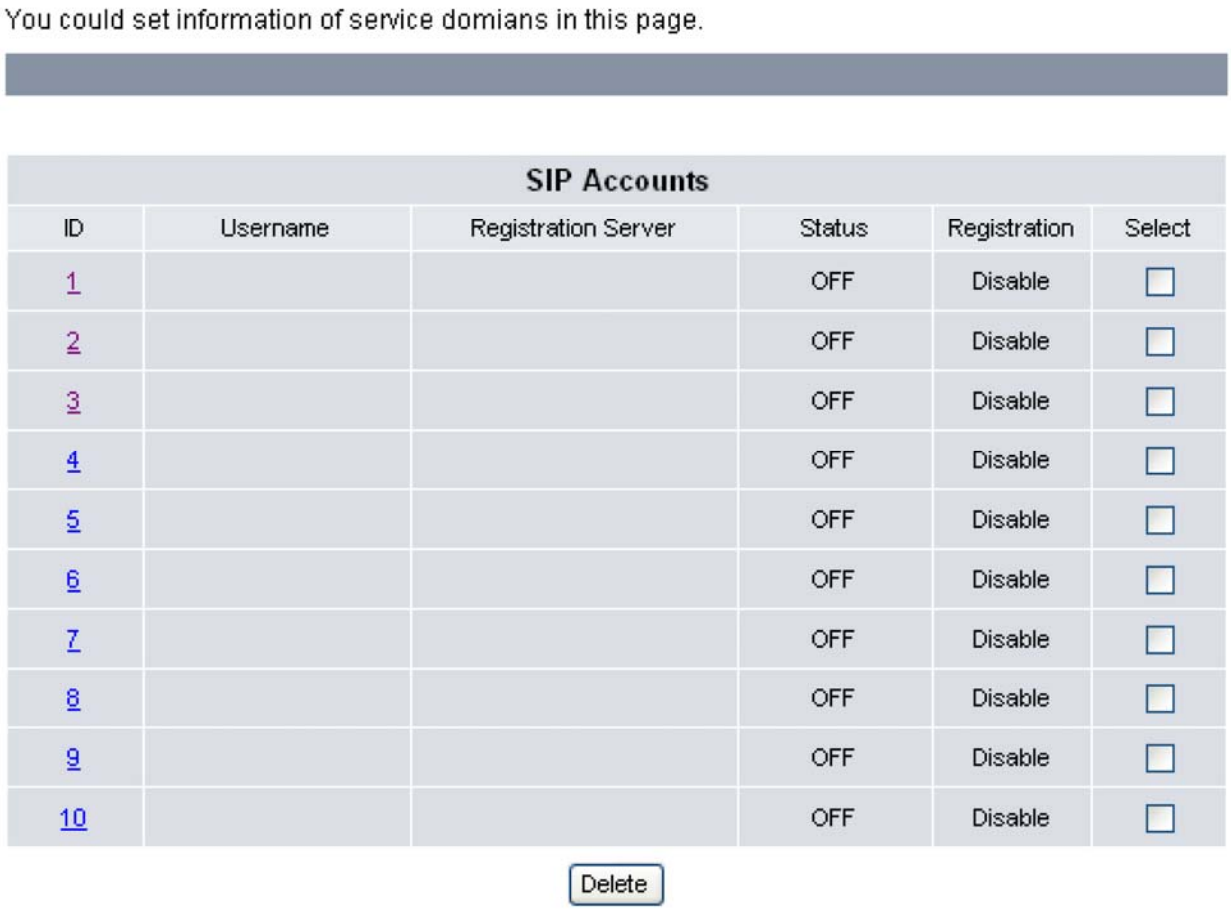
To set other Global SIP settings through the web browser, do the following:

1. Click **Global SIP Settings**, **Other Settings**. The following screen will be displayed.

2. Select the **Signaling Precedence (ToS)** from the options: 0 (Routing), 1 (Priority), 2 (Immediate), 3 (Flash), 4 (Flash Override), and 5 (CRITIC/ECP).
3. Select the **Voice Precedence (ToS)** from the options: 0 (Routing), 1 (Priority), 2 (Immediate), 3 (Flash), 4 (Flash Override), and 5 (CRITIC/ECP).
4. Enter settings for **RFC2833 Payload Type** between 95-255. Default value is 101.
5. Click **Submit** to confirm your settings or **Reset** to cancel.

SIP Accounts

To configure the SIP account setting from the web browser, click **SIP Accounts**. The following screen will be displayed.

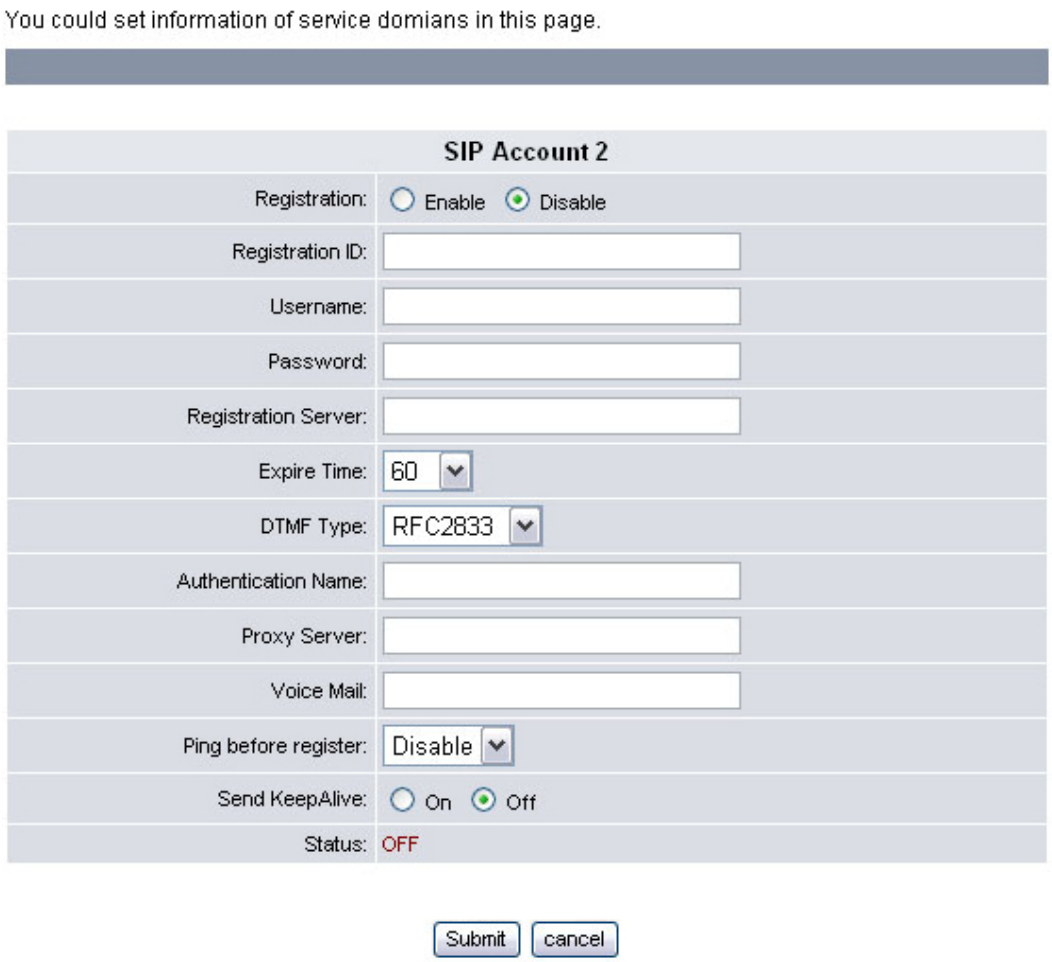


To delete an SIP account, do the following:

1. Click the **Select** box of the corresponding item to delete.
2. Click **Delete** button.

To edit an SIP account setting, do the following:

1. Click the underlined **ID** number. The following screen will be displayed.



2. Choose **Enable** for **Registration** to activate the account. Next, enter the information provided by your ITSP or MIS in each field.

   The following options are available:

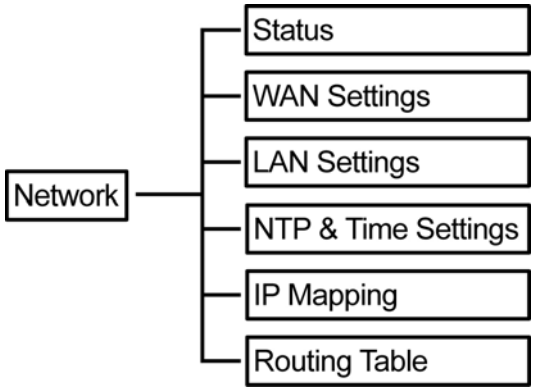
   - **Registration:** Enable / disable this account.
   - **Registration ID:** Input the registration ID.
   - **Username:** Input the user name.
   - **Password:** Input the password.
   - **Registration Server:** Input the domain server address.
   - **Expire time:** User can set the timeout duration for registration request.
   - **DTMF Type:** Input the DTMF type options: RFC2833, SIP Info, Nortel Info, and In Band.
   - **Authentication Name:** Input the authentication name.
   - **Proxy Server:** Input the proxy server address.
   - **Voice Mail:** Input the voice mail speed dial number.
   - **Ping before register:** Disable/Enable. The setting is used to ping another device on the Internet from the VoIP phone to make sure the Internet connection works properly.
   - **Send KeepAlive:** On/Off. Typically enabled to instruct the phone to send SIP keep-alive messages for maintaining a "pinhole" in the user's firewall through which SIP messages can pass.
   - **Status:** Displays the status of the SIP Account.

3. Click **Submit** to confirm your settings or **Cancel** to cancel.

Note: You can register up to ten SIP accounts. However, you will always call out with the first account number registered.

Network

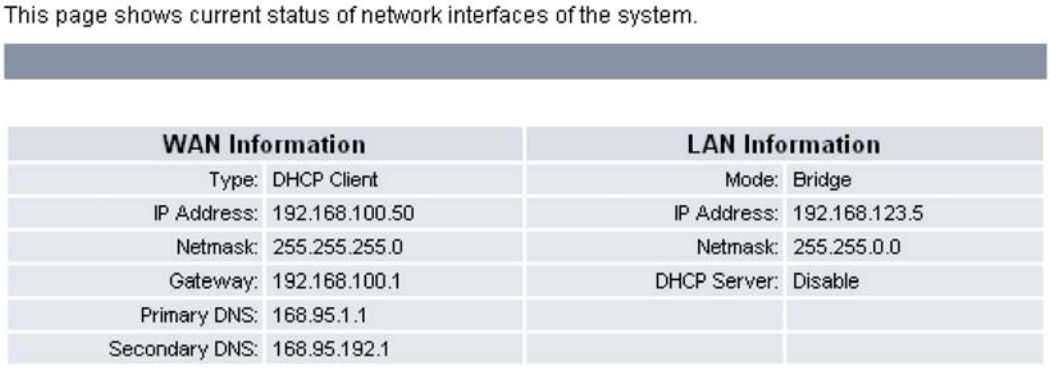
Network menu allows you to view and setup WAN, LAN, NTP and Time settings, IP mapping, and routing table settings.



Status

You can view the WAN and LAN information from the **Status** submenu.

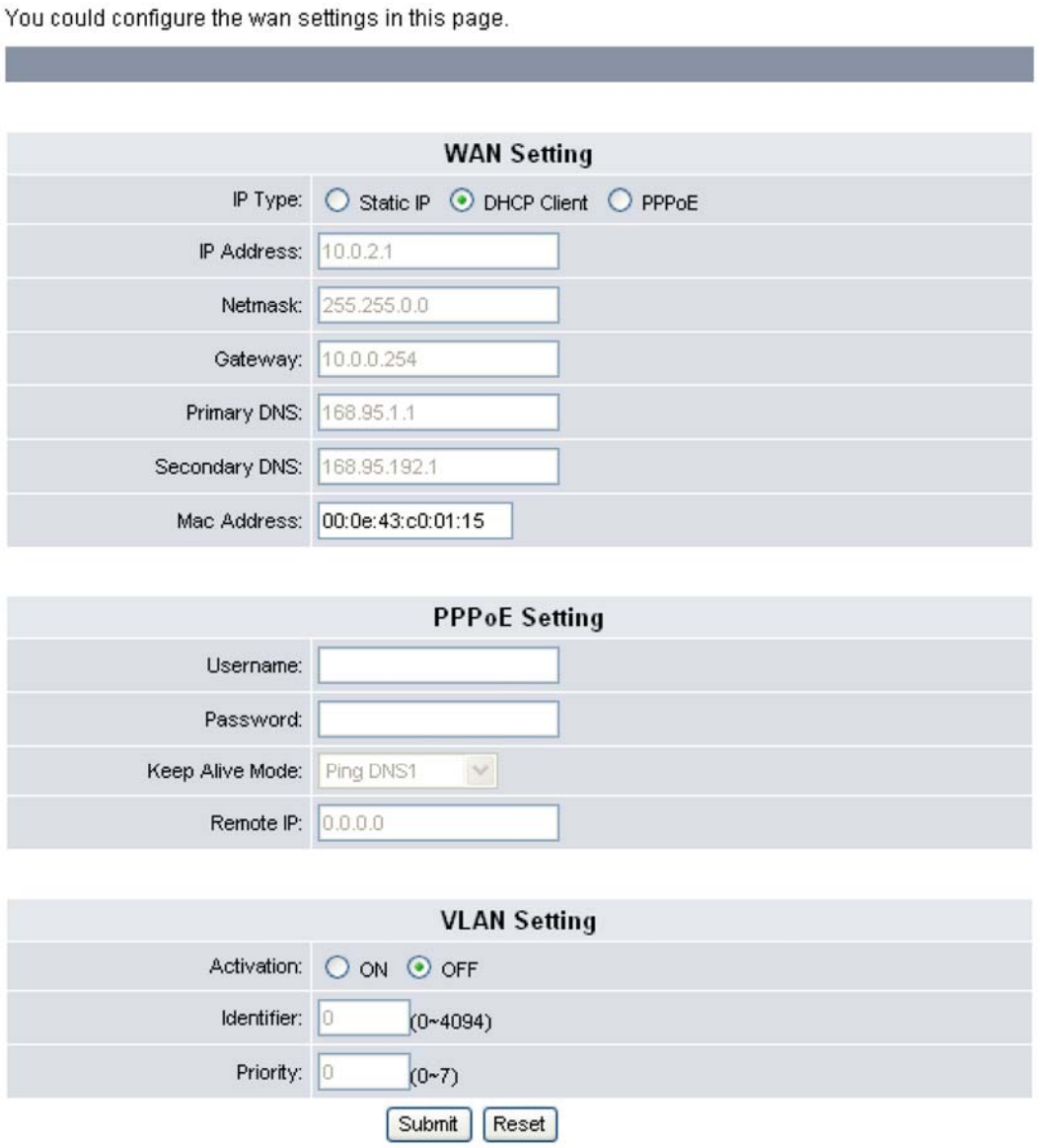
Click **Network**, **Status**. The following screen will be displayed.



WAN Settings

To configure IP settings through the web browser, do the following:

Click **Network**, **WAN Settings**. The following screen will be displayed.



Static IP

To configure **Static IP** settings, do the following:

1. Select **Static IP** in **IP Type**.
2. The following fields are enabled for user input. Enter the necessary information.
   - **IP Address:** Enter the IP address.
   - **Netmask:** Enter Net mask.
   - **Gateway:** Enter the Gateway IP.
   - **Primary DNS:** Enter the primary DNS server.
   - **Secondary DNS:** Enter the secondary DNS server. Network connects to this server in case the primary DNS server is not available.
   - **Mac Address:** Enter the Mac address.
3. Click **Submit** to save your settings or **Reset** to cancel.

DHCP Client

To configure WAN settings using DHCP client, do the following:

1. Select **DHCP Client** in **IP type**.
2. Click **Submit** to save your settings or **Reset** to cancel.

PPPoE

To configure PPPoE settings, do the following:

1. Select **PPPoE** in **IP Type**.
2. The PPPoE Setting section is enabled for user input. Enter the required information.
    - **Username**: Enter user name.
    - **Password**: Enter the password of PPPoE settings.
    - **Keep Alive Mode**: Select option, **Ping DNS1** or **Ping Remote IP**.
    - **Remote IP**: Enter remote IP address.
3. Click **Submit** to save your settings or **Reset** to cancel.

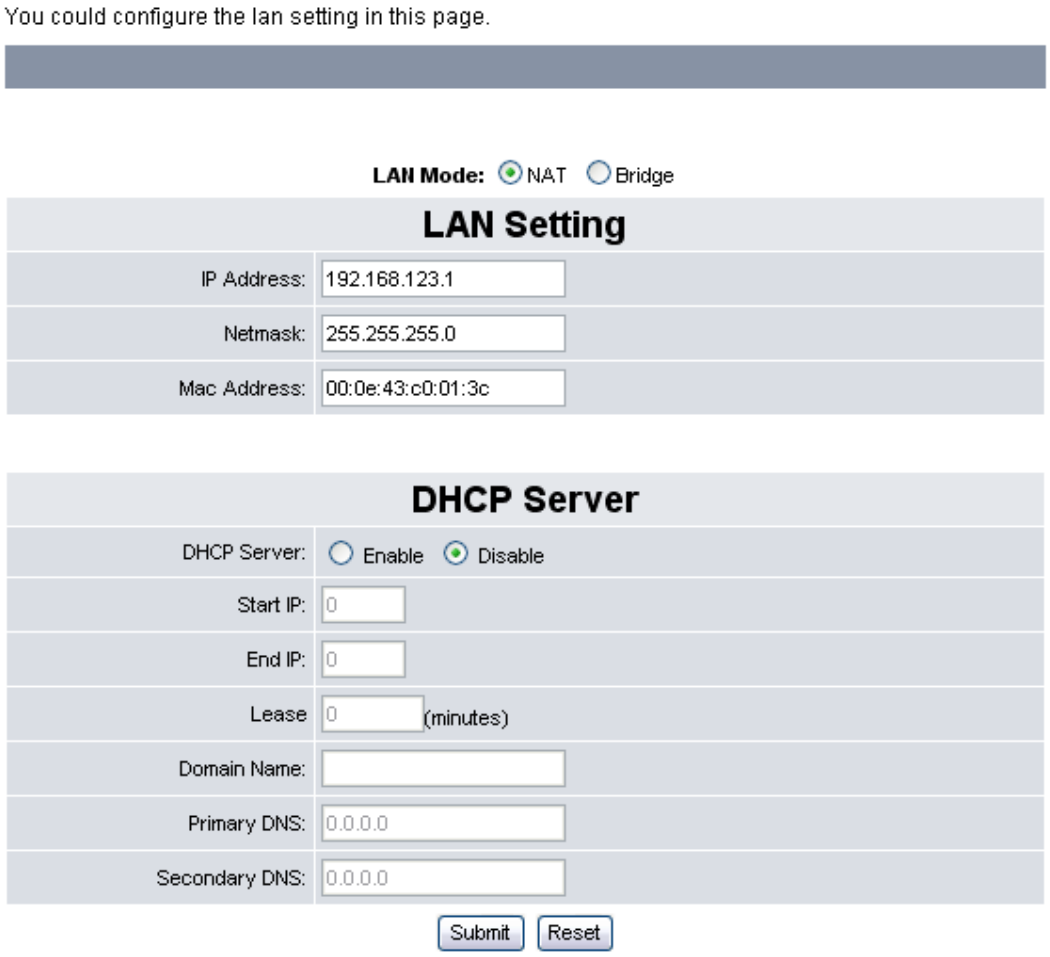
VLAN Setting

To activate the VLAN settings, do the following:

1. Select **On** for **Activation**.
2. The Identifier and Priority fields are enabled for user input. Enter the necessary information.
3. Click **Submit** to save your settings or **Reset** to cancel.

LAN Settings

To configure LAN settings and DHCP server setting from the web browser, click **Network**, **LAN Settings**. The following screen will be displayed.



To configure LAN settings, do the following:

1. Select **LAN Mode**, options are:
    - **NAT**. This will enable LAN Setting required fields for user input. Enter **IP address, Netmask,** and **Mac address**.
    - **Bridge**. To configure LAN mode using Bridge settings.
2. If **NAT** is selected, you can activate DHCP Server settings. The required information are as follows:
    - **DHCP Server**: Select whether to enable/disable DHCP server.
    - **Start IP**: Input Start IP address.
    - **End IP**: Input End IP address.
    - **Lease**: Input lease time in minutes.
    - **Domain Name**: Input domain name.
    - **Primary DNS**: Input the primary DNS server.
    - **Secondary DNS**: Input the secondary DNS server.
3. Click **Submit** to save your settings or **Reset** to cancel.

NTP & Time Settings

The NTP & Time Setting enables you to configure the date and time of the VoIP phone manually or synchronize the clock with the NTP (Network Time Protocol) server, and specify the time zone you are in. The NTP function should be disabled if you want to set the date and time manually.

To access NTP & Time settings, click **Network**, **NTP Settings.** The following screen will be displayed.

To synchronize clock with the NTP server:

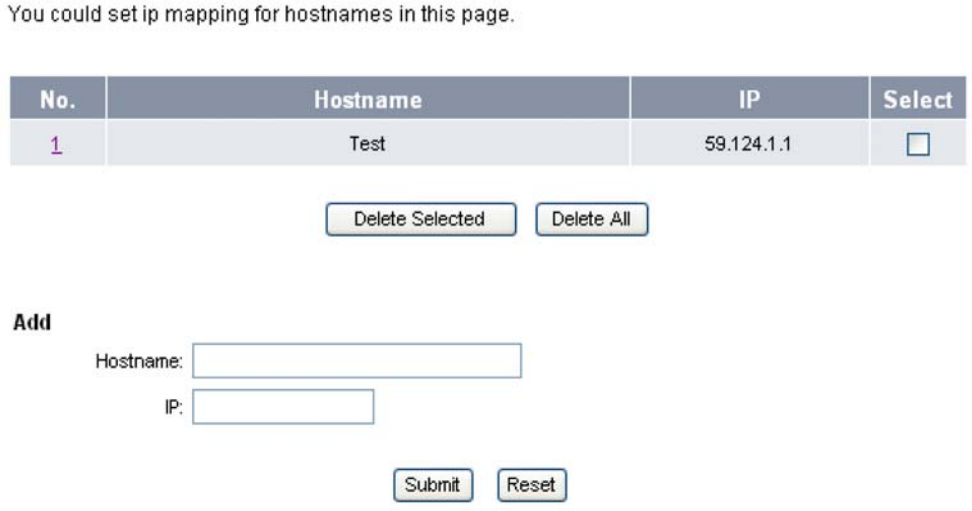
1. Choose **Enable** to enable NTP and enter the server information provided by your ITSP or MIS.
2. Select the time zone you are in.
3. Set up the synchronization time and system time.
4. Click **Submit** to save your settings or **Reset** to cancel.

To configure date and time manually:

1. Choose **Disable** to disable NTP.
2. Enter the date and time manually on the **Set System Time** fields.
3. Click **Submit** to save your settings or **Reset** to cancel.

IP Mapping

To set the IP mapping for hostnames, click **Network, IP Mapping**. The following screen will be displayed.



To add a new hostname, do the following:

1. In the **Add** section, enter the information for **Hostname**, and **IP** field.
2. Click **Submit** to save your settings, the added IP is displayed on the list, or **Reset** to cancel.

To edit a hostname, do the following:

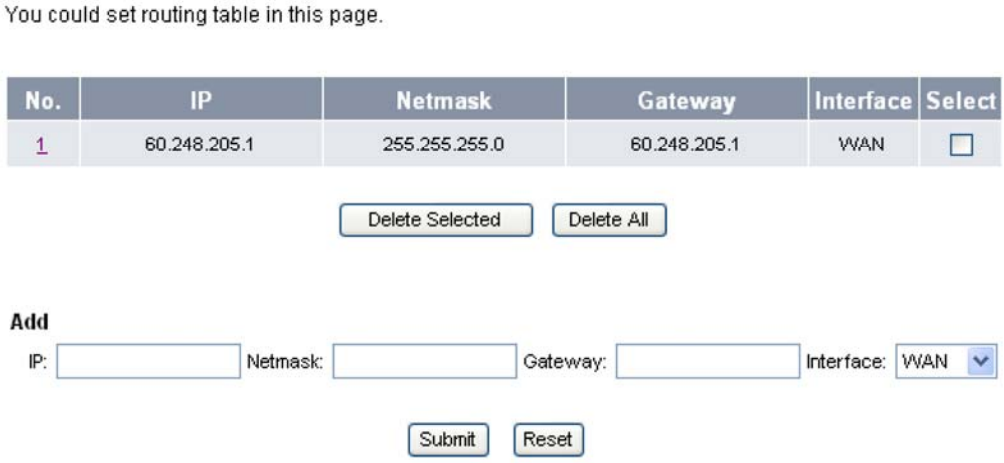
1. Click the underlined number of the corresponding hostname.
2. Edit the necessary information.
3. Click S**ubmit** to save your settings or **Reset** to reset information back to original settings, or **Cancel** to cancel edit function and go back to IP Mapping main window.

To delete a hostname, do the following:

1. Click the **Select** box of the corresponding hostname to delete.
2. Click **Delete Selected** to delete the checked item or click **Delete All** to delete all hostnames.

Routing Table

You can set routing table through the web browser. To do this, click **Network, Routing Table**. The following screen will be displayed.



To add a new routing table, do the following:

1. In the **Add** section, enter the information for **IP** address, **Netmask**, and **Gateway** field.
2. Select the **Interface**, options are: **WAN**, **LAN**, and **Bridge**.
3. Click **Submit** to save your settings, the added routing table is displayed on the list, or **Reset** to cancel.

To edit a routing table, do the following:

1. Click the underlined number of the corresponding hostname.
2. Edit the necessary information.
3. Click **Submit** to save your settings or **Reset** to reset information back to original settings, or **Cancel** to cancel edit function and go back to IP Mapping main window.

To delete a routing table, do the following:

1. Click the **Select** box of the corresponding routing table to delete.
2. Click **Delete Selected** to delete the checked item or click **Delete All** to delete all routing tables.

5 Operation

Answering a Call

An incoming call is indicated by a ringing tone and a red light on the incoming call indicator. You can answer the call by doing one of the followings:

1. Pick up the **handset** to answer the call.
2. Press the **Headset** key on the phone to answer the call.
3. Press the **Speaker** key on the phone to answer the call.
4. Press the **Line 1 / Line 2** on the phone to answer the call.

NOTE: You may also set "Auto Answer" to pick first in progress call automatically.

Making a Call

Dialing with the Keypad

1. Enter the telephone number with the alphanumerical keypad, as shown below. If you enter an incorrect digit, press the **Delete/Clear** soft key to erase the incorrect digit.
2. After entering the number you want to call, press the # key to force dialing or wait for 4 seconds before the number is dialed automatically.

NOTE: You may change waiting time from "Web Configuration" → "Dial Plan" → "Dialing Timeout". See page 20 for more information.

Looking up a Number from the Phone Book

You can call your contacts using the contact information stored in the phone book. To make a call to a person from the phone book, follow the steps below:

1. Press the **Menu** key to display the menu options.
2. Select **Phone Book** and press the **Enter** key to display your phone book.
3. Scroll through the list until you find the contact you want to call.
4. Select the name you want to make the call, and press the **Dial** soft key or pickup handset/headset to make the call.

Making a Call to an IP Address

You can also make a call to an IP address by inputting the IP address with the keypad. (For example: 192*168*1*100)

Making a Call to SIP Server

In order to make a SIP call, the phone must be registered to a SIP server. If there are more than one account registered, you can use 4-way Navigation keys "up" or "down" to select an account first.

Speed/BLF (Busy Lamp Field)

You can use the speed dial hotkeys, located on the right side of the phone, to configure the most commonly dialed numbers. Use the function to dial a number quickly, instead of keying in a complete number.

To call a number using speed dialing, follow the steps below:

- Press the speed dial memory hotkey (1~16) that has been assigned to the phone number from the numeric keypad.

Dialing to Multiple SIP Accounts

This Phone allows two simultaneously SIP calls at the same time.

You can use line buttons (LINE 1 and LINE 2) to make/receive/switch two calls.

Each line button has a LED back light to help user identify line status as follows:

- Green light means "dialing" status
- Red light means "occupied / Ring" status
- Red light means “Hold” Status

For example:

First Call: Dialing by LINE1 button or using handset/headset or speaker.

Second Call: Dialing by LINE2 button or press “Hold” key to put the first call on hold.

Each of the line bottom (LINE 1 or LINE 2) is represented with a virtual SIP channel. By default, outgoing call uses the first VoIP account. You can switch to another account by pressing the navigation key up and down.

For example:
Configure ACCOUNT1 and ACCOUNT 2 with Registration ID as “VoIP1”, “VoIP2” respectively and ensure that they are active and registered. If the first VoIP1 is selected, all calls will go through VoIP1.

Redialing a Number

To quickly dial a number that you have dialed recently, do one the following:

1. Press the Redial key on the phone. The LCD displays dialed numbers in call history.
2. To dial the number, press the **Dial** soft key or pickup handset/headset to make the call.

Call Options

While a call is in progress, a number of additional options are available.

Using the Speaker Phone

For hands free operation, you can use the built-in speaker to talk on the phone. To use the speakerphone, follow the steps as following:

1. While talking on the phone, press the **Speaker** key on the bottom side of the phone to enable the Speakerphone function.
2. Press **Speaker** key again to terminate the call.

Using the Headset

While talking on the phone, press the **HEADSET** key on the bottom side of the phone to enable the headset function. Press **HEADSET** key again to terminate the call.

Putting a Call on Hold

You may want to put a call on hold temporarily while doing some work or attending to a second incoming or outgoing call.

To put a call on hold, do one of the following:

1. Press the Hold soft key on the phone to put the call on hold.

2. When you receive a second call, press the next available LINE key to attend to the new call, and the first call will be put on hold automatically.

Conducting a Three-Way Conference Call

The call waiting and holding functions also help you in conducting a three-way conference call.

To initiate a three-way conference call, follow the steps below:

1. Call the first participant of the conference call as described in **Making a Call**.
2. Put the first participant on hold as described in **Putting a Call on Hold**.
3. Call the extension number of the second participant of the call.
4. Press the **Conference** soft key on the phone to include all participants in the call.

To end the three-way conference call, hand up the call directly

Transferring a Call

To transfer a call to another phone number, follow the steps below based on ways IP PBX or ITSP perform:

1. Attend Transfer

   While a call is in progress, press the Trans or Hold or Flash button on the phone. Dial the number to which you want to transfer the call. Once the call established, you can speak to the callee then hang up the phone to transfer the call.

2. Un-Attend Transfer

   While a call is in progress, press the Flash soft key on the phone. Dial the number to which you want to transfer the call and then hang up the phone to transfer the call.

Using the Intercom Function

1. Press the **Icom** soft key on the phone, and then dial the extension number of the number you desire to talk to.
2. After the call is connected, you may start talking. The person you called will hear your voice over the speaker.
3. Press **Speaker** button to end the call.

Blocking All Calls Using the DND Function

The **DND (Do not Disturb)** feature allows you to reject and block all incoming calls without ringing your phone.
To activate the DND function, follow the steps below:

1. Press the DND soft key on the phone. A “DoNotDisturb” message is displayed on the screen.
2. Press the DN**D** soft key again to disable the DND function.

Checking Voice Messages

If the **VOICE MAIL** button is red, it indicates that you have a new message in your voice mail box.
You need to set a voice message code before using the voice mail function. After the code has been set, you can listen to your personal voice message by pressing the **VOICE MAIL** key. (External ITSP or IP PBX is required for this function.)

6 Specification

Call Features

- Call redialing
- DND
- Call hold
- Call transfer
- Call forwarding
- 3 Ways conferencing
- Intercom
- Visual ring with LED indicator
- Call history (incoming/Outgoing/Missed calls)
- Busy Lamp Field / Speed Dial
- Phone Book
- Dialing Plan
- 3 Wave ringtones (User Upload)
- Alarm 24hours, Date. Month, Year
- Voice mail message LED Indicator

Keys

- 16 BLF" (Busy Lamp Field) keys
- Line 1 ~ 2 (LED)
- 4 Programmable soft keys
- Voice message hotkey with LED indicator
- Volume control key
- 4 ways navigation keys with enter Key
- Mute
- Hold
- Redial
- Headset
- Handset
- Speaker

Hardware Overview

- LCD Display: Graphic LCD (132*64) mono
- 10/100 Ethernet (WAN / LAN)
- PoE: IEEE802.3af (*optional)
- Headset jack x 1
- Handset jack x 1
- Wall mountable
- DC jack adapter 12V
- Power supply AC 100 ~ 240V

Codec

- G.711, G.723, G.722, G.729

Network Protocol

- DHCP Client
- HTTP/DHCP/NAT Server
- PPPoE/ Static / DHCP IP Assignment
- VLAN IEEE 802.1 p/q
- QoS / ToS
- Bridge

SIP

- SIP v2.0 (RFC 3261)
- DTMF (RFC 2833) (RFC 2976)
- NAT Transversal

Voice Quality

- Full duplex speaker phone
- Jitter Buffer
- VAD: Voice activity detection
- CNG: Comfortable noise generator
- ACE: Acoustic echo canceller
- G.165: Line echo canceller (LEC)

Management

- Auto Provisioning
- Web Configuration
- MMI Configuration